

# Acoustic Clouds

Nimbus™ • Hexus™ • Altos™ • Halo™

## INSTALLATION MANUAL

**Congratulations** on purchasing your new cloud kit from Primacoustic. The Primacoustic acoustic clouds are high performance absorption panels that are designed to hang from the ceiling and capture ambient noise and reverberation by absorbing sound as it hits the face of the panel, while trapping powerful reflections in behind as they echo off the ceiling. Please take a few minutes to read through this installation manual. It will give you a list of included parts, as well as step-by-step assembly instructions and installation options. Please refer to [www.primacoustic.com](http://www.primacoustic.com) for general room acoustics information and further details. Should you have any questions or comments, we invite you to send an email to [info@primacoustic.com](mailto:info@primacoustic.com)







Call Centers and Open Office Plans



### BOX CONTENTS:

Before beginning assembly, please take a moment to familiarize yourself with the box contents.

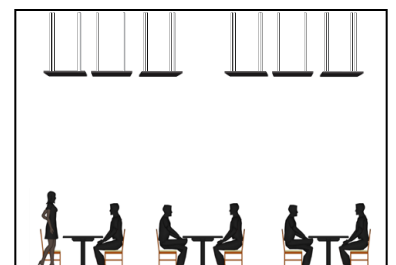
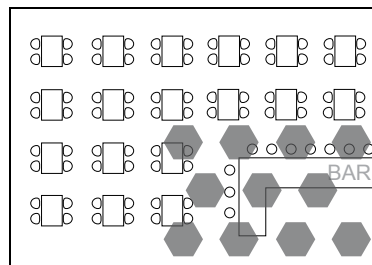
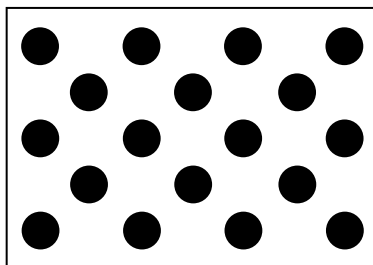
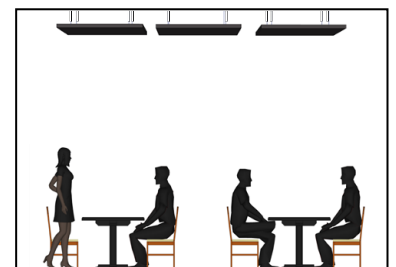
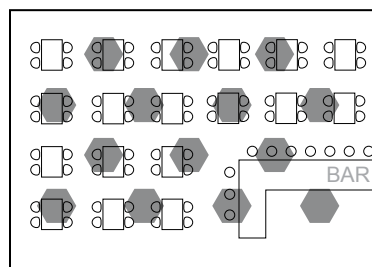
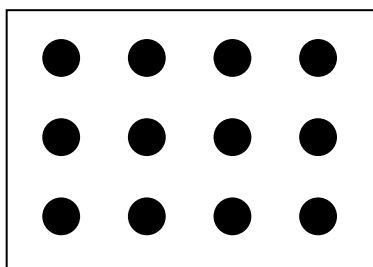
### Qty Description

- 2 High density glass-wool panel  
24" x 48" x 1.5" (610 x 1216 x 38mm)
- 8 Helix anchors 
- 8 Butterfly anchors 
- 8 Eye-screw 
- 8 SlipNot 

1. Density - The number of clouds in a given area will determine the rate of sound absorption. This can vary depending on room size and noise levels.

2. Location - Spread evenly for general sound control or concentrate over noisy areas to absorb sound before it can reflect.

3. Suspension Height - Leave a minimum 2" (51mm) of air space between the panel and ceiling. The included SlipNot allows up to a maximum of 78" (198cm).



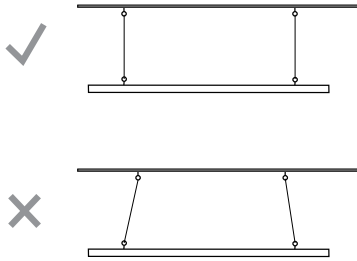
Primacoustic is a division of Radial Engineering Ltd.  
1588 Kebet Way, Port Coquitlam, BC Canada V3C 5M5  
Tel: (604) 942-1001 • Fax (604) 942-1010 • [info@primacoustic.com](mailto:info@primacoustic.com)

Specifications and appearances subject to change without notice.  
Copyright © 2019, all rights reserved. User Guide part #: R870 2045 00 - 03/2019



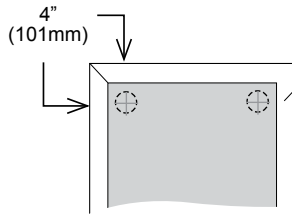
### 1. CEILING ANCHOR LOCATIONS

Measure and mark your ceiling for suspension point locations. Pay close attention to where you want the panel to be situated. This way the panel anchors will be directly below each ceiling mounting point. All cables should hang perfectly straight to create a dead hang.



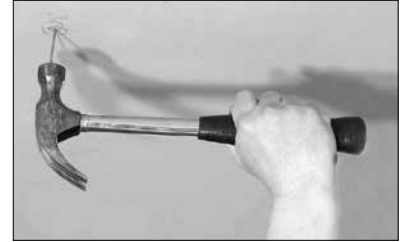
### 2. PANEL ANCHOR LOCATIONS

Measure and mark the backside of the panel. Anchors should be a minimum of 4" from the panels edge. Each anchor location should be spaced to match the location marked on the ceiling in the previous step.



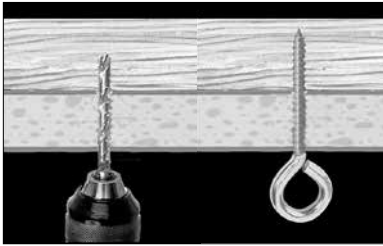
### 3. INSTALLING CEILING ANCHORS

Probe your ceiling to find out if there is a solid or hollow backing. Using a hammer tap a nail into each ceiling anchor location to determine the backing. If the backing is solid continue to next step. If the backing is hollow skip to step 5 "Hollow Backed Ceiling".



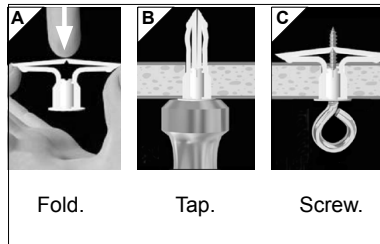
### 4. SOLID BACKED CEILING

If one or more of your ceiling anchor locations is on a solid backing, such as a joist, you don't need to use the included butterfly anchors. In such a case, use a 1/8" (3.2mm) drill bit to make a pilot hole and screw the eye-screw in directly.



### 5. HOLLOW BACKED CEILING

If the backing above your ceiling is hollow, use a 5/16" (7.9mm) drill bit to make a hole for the butterfly anchor and follow the steps below. Repeat the anchor and eye-screw installation until all your suspension points are ready.



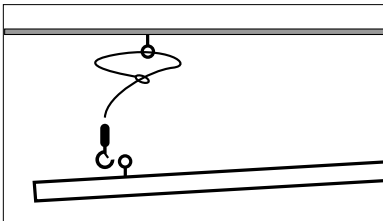
### 6. TWIST IN THE HELIX ANCHOR

With the panel face down, push and twist the panel anchor into the panel until it breaks through the micromesh and is flush with the panel. Repeat for the other three anchors.



### 7. ATTACH THE CEILING EYLETTS

Remove the hook from the SlipNot cable by pushing in the center pin. Feed the wire through the ceiling eyelet, then through the looped end of the wire. Reattach the hook by pushing the wire through the center pin.



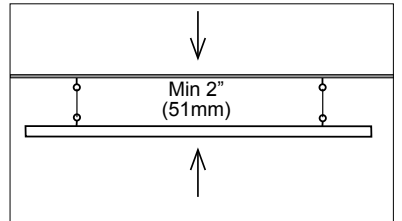
### 8. ATTACH THE PANEL

Clip the SlipNot hook through the opening on the Helix anchor. Pull the cable to adjust the height.



### 9. SUSPEND AND LEVEL

With the panel suspended, you can fine tune the lengths of the SlipNot by pressing the center pin to release the cable. Level the panel and set the spacing between ceiling and the panel. For the best acoustic performance maintain a minimum of 2 inches (51mm) spacing.



## LIMITED WARRANTY

Primacoustic products are guaranteed to be free of manufacturing defects for a period of thirty (30) days after purchase. In the unlikely event that a defect is uncovered, please email [info@primacoustic.com](mailto:info@primacoustic.com) or call 604-942-1001 to obtain a return authorization number (RA#) from Primacoustic before the thirty (30) day warranty period expires. Once you have obtained an RA number return the product, freight prepaid, within fifteen (15) days after the date the RA number is issued. In the original packaging (or another, affording an equal degree of protection) include all of the following: (1) RA number clearly marked on the returned package; (2) a copy of the original bill of sale showing proof of purchase from an authorized retail seller; and (3) a written note describing the defect including your name, address, telephone number, email address and the applicable RA number. You are solely responsible for all shipping and insurance costs for returning the product to Primacoustic, and you will not be reimbursed or compensated for any loss or damage incurred. Primacoustic will at its discretion repair or replace the product. Should the product be no longer available, Primacoustic reserves the right to exchange this with a product of similar performance and value. Due to different dye lots, Primacoustic cannot guarantee exact color match. This Warranty shall solely extend to the original owner and is limited to manufacturing defects only and excludes damage due to improper installation, freight handling, wear and tear, abuse, misuse, misapplication, color fading or deterioration due to prolonged exposure to ultra violet light, smoke, humidity or other environmental factors. It is understood that the use and suitability of the product is entirely the responsibility of the buyer or specifying engineer and as such, these parties agree to hold Primacoustic, or its associated company, and/or officers, harmless from any responsibility whatsoever other than what is clearly outlined in this warranty. This warranty gives you specific legal rights, and you may also have other rights, which may vary depending on where you live and where the product was purchased.